

IMPERIAL GLORY[®]



47x30

eidos

EPILEPSY WARNING

A very small percentage of individuals may experience epileptic seizures when exposed to certain light patterns or flashing lights. Exposure to certain patterns or backgrounds on a television screen or while playing video games may induce an epileptic seizure in these individuals. Certain conditions may induce previously undetected epileptic symptoms even in persons who have no history of prior seizures or epilepsy. If you, or anyone in your family, have an epileptic condition, consult your physician prior to playing. If you experience any of the following while playing a video game — dizziness, altered vision, eye or muscle twitches, loss of awareness, disorientation, any involuntary movement, or convulsions — IMMEDIATELY discontinue use and consult a physician before resuming play.

PRECAUTIONS TO TAKE DURING USE

- This game disc is intended for use exclusively on Windows®-based systems with the minimum configurations specified on the system requirements of the game purchased.
- Do not sit too close to the screen. Sit a good distance away from the monitor, as far away as the length of the cable allows.
- Avoid playing if you are tired or have not had much sleep.
- Make sure that the room in which you are playing is well lit.
- Rest for at least 10 to 15 minutes per hour while playing a video game.

HANDLING YOUR GAME DISC

- Avoid bending the disc. Do not touch, smudge or scratch its surface.
- Do not leave the disc in direct sunlight or near a radiator or other source of heat.
- Take occasional rest breaks during extended play.
- Always store the disc in its protective case.

ESRB RATING

This product has been rated by the Entertainment Software Rating Board. For information about the ESRB rating, or to comment about the appropriateness of the rating, please contact the ESRB at www.esrb.com.

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IMPERIAL GLORY

INTRODUCTION

It is a time of war in Europe. Driven by new ideas of Enlightenment, the hearts of men and women across the continent are inflamed with dreams of freedom and glory. Antagonism between the Empires is at an all time high and war seems inevitable. Millions of men prepare for battle, while the finest strategists draw up their plans for the domination of Europe. This is the moment for a military genius to forge himself a name to be remembered throughout all eternity. This is your moment . . .

From 1789, the birth of the French Revolution, to 1830, Europe was rocked by a series of wars where countries fought to defend their differing concepts of a modern state, and sought glory on the field of battle. Great legends were born during this time — when countries found themselves embroiled in a global conflict for the first time; when none could remain on the sidelines, as the destiny of the entire continent marched inexorably to the drums of war . . .

This manual covers all the basics you need to know to play *Imperial Glory*. For more in-depth information, please consult the electronic manual by selecting *Start* → *Programs* → *Pyro Studios* → *Imperial Glory* → *Imperial Glory Manual* from your desktop.

GAME INSTALLATION

To install *Imperial Glory*, insert the game disc into your drive. After a few seconds, the Launch Panel will appear.

NOTE: If the Launch Panel does not appear when you insert the disc, double-click the My Computer icon, then double-click the CD-ROM icon to display the Launch Panel.

This program will guide you through the installation process via onscreen prompts.

— OR —

- Click the *Start* button.
- Choose *Run* from the pop-up menu.
- Type *d:\setup* in the box provided (d: designates your CD-ROM drive letter).
- Click *OK* to begin the install program.
- When prompted, select the path and directory on your hard drive where you want to install the game. The default is *C:\Program Files\Pyro Studios\Imperial Glory*. If you like, you can change this to your preferred location.
- Click *Readme* to view important information about *Imperial Glory*.

UNINSTALLING

To uninstall *Imperial Glory*, from your desktop, select *Start* → *Programs* → *Pyro Studios* → *Imperial Glory* → *Uninstall Imperial Glory*. When prompted, click *Yes* to remove *Imperial Glory* from your computer.

STARTING THE GAME

Once the game is installed, click *Play Imperial Glory* on the Launch Panel to start the game. To begin playing the game at a later date, insert the disc into the CD-ROM drive. After a few seconds, the *Imperial Glory* AutoRun program will appear via the AutoPlay feature.

- Click *Run* to start the game.
- or —
- Select *Start* → *Programs* → *Pyro Studios* → *Imperial Glory* → *Play Imperial Glory*.

To leave the game, click *Exit*.

MAIN MENU

Once the game is loaded, the Main Menu will appear, offering these options:



- **Campaign:** Play an *Imperial Glory* Campaign, managing an Empire and leading your armies on the battlefield.
- **Historic Battles:** Waterloo, Austerlitz, the Battle of the Pyramids — command your troops in the most famous battles of the Napoleonic age, and even change history!
- **Quick Game:** Select a scenario and type of battle (Land or Naval), together with your Empire and your enemy's Empire.
- **Multiplayer:** Fight against other players in Land, Naval or Historic Battles of your choice.
- **Tutorial:** Here, first-time players are offered the opportunity to learn the basic concepts needed to play *Imperial Glory*.
- **Options:** Customize every aspect of the game, adapting it to your PC and your own particular tastes.
- **Credits:** Display a list of all the people involved in the development of *Imperial Glory*.
- **Exit:** Quit out of the game.

OPTIONS

Use the options on this screen to customize the game and improve its performance on your computer.



- **Video Options:** Since *Imperial Glory* is rich in complex graphics and animations, selecting the right graphics quality for your computer is vital to enjoying your game experience.
- **Audio Options:** Set the volume levels of various game aspects.
- **Game Options:** Set up camera movement, scroll and in-game icon options, as well as Autosave.

TUTORIAL

The Tutorial takes you through all aspects of the game and is particularly helpful for beginners. Play it to familiarize yourself with the choices and actions available in the game. It provides all the information you need to master the basic features and enjoy *Imperial Glory* to the fullest.

Playing the Tutorial is not essential but is highly recommended, especially if you have not played strategy games before.

CAMPAIGN

Campaign is the most detailed game mode in *Imperial Glory*. Here, you can manage the resources of your Empire and lead your armies on the battlefield. You will have to master more skills in this game mode than in any other.

CAMPAIGN SETTINGS

Choosing *Campaign* from the Main Menu displays the Campaign Settings screen. Here you can customize several options:

- **Victory Conditions:**
Choose from two modes:
 - **Score Victory:** You have 40 years to win as many Glory Points as you can and ensure yourself a place in history. Recommended for novice players.
 - **Total Victory:** You must conquer the whole map, without time limitations. Get some experience under your belt before daring to face this challenge.
- **Help:** Activate or deactivate Tooltips.
- **Difficulty:** Select your game difficulty level from *Easy*, *Medium* and *Hard*. As the difficulty level increases, your enemies in the game become more sophisticated and competitive.
- **Saved Games:** If you previously saved a game in Campaign mode, you can load it and continue your progress.



EMPIRE SELECTION

Now comes the moment for you to decide which Empire to rule. Choose from among the five most influential nations of the period:

- *Great Britain*
- *France*
- *Austria*
- *Prussia*
- *Russia*



Each Empire has different features, strengths and weaknesses. Assess these before making your initial choice and keep them in mind during the game.

MANAGEMENT MAP

Once your Campaign options and Empire are chosen, you will jump headlong into controlling your Empire. First, familiarize yourself with the map interface.

The Management Map represents the countries of Europe and North Africa — the main regions where the Napoleonic Wars took place. The terrain is divided into territories, or provinces, both on land and at sea.



NEUTRAL
COUNTRY
CAPITAL



EMPIRE
CAPITAL



Land provinces form countries and Empires, which depend on their capital province (identified by a capital building) for government. Military and trading actions can take place across all game territories. Colors denote which Empire owns a territory:

- **Red:** Great Britain
- **Blue:** France
- **Yellow:** Austria
- **Violet:** Prussia
- **Green:** Russia
- **Gray:** Neutral

Each territory has specific features, both in resource production and on its battlefield. When you right-click a territory, a window appears highlighting these features.



THE INTERFACE

Production icons appear at the top of the interface. These denote the resources available to construct buildings and ships, and to recruit troops.

Your provinces generate a certain amount of resources each turn. There are five available resources:

Income	3157	Income	1884	Income	68	Income	6777	180	230
Expenses	206	Expenses	164	Expenses	35	Expenses	180		
Income	700	Income	550	Income	100	Income	230		

- **Gold:** Essential for the construction of buildings and recruitment of troops.
- **Raw Materials:** Used when both mustering armies and constructing buildings and ships.
- **Population:** Vital for recruiting armies and navies.
- **Food:** Needed to maintain your armies, which consume a vast amount each turn.
- **Research Points:** Produced only in capitals, they are essential to Research Advances on the Research Tree.

VIEW MODES

Imperial Glory provides three different views for the Management Map, depending on the information you desire:



- **Military View:** Shows territories with their armies and fleets.



- **Commercial View:** Shows the map with all active and inactive trade routes.



- **Statistics:** Shows the Statistics screen, where you can check the development of your Empire in numerous ways and compare it to other nations.

NEWS BULLETIN

Imperial Glory provides a report of the main events occurring across the continent, with information updated each turn. Here, you gain first-hand information on some of the actions taken by neighboring countries. This gives you an overview of current events that is vital to planning your next moves.



CONSTRUCTION AND RECRUITMENT

Construction of buildings is an essential part of *Imperial Glory*. This operation is performed via the Building Construction window, which you can display for any province in which you are currently able to erect buildings. Clicking a Construction icon selects that building for construction.



Follow the same process for troops. They can only be recruited from a Military Academy, which must be in a province with a capital.

Certain coastal provinces marked with the wharf icon may allow improvements which enable you to build ships.

CONSTRUCTED BUILDINGS



When you select a province, buildings currently existing there appear in the bottom panel. Right-clicking a building displays an information window explaining the building's use.



QUESTS



Imperial Glory offers you the opportunity to take part in Quests. On completion, these enable you to reap great rewards. Quests have demanding requirements and require a sizeable initial outlay, but their rewards are worth the effort . . .

DIPLOMACY



Diplomacy is vital in this game. Only the proper management of alliances and treaties will give you the time and effort needed to focus on your true enemies. Monitoring the diplomatic status of a country with regard to your Empire is paramount if you don't want to fight half the continent.

RESEARCH ADVANCES

Scientific, social and military development are enormously important aspects in the management of an Empire in *Imperial Glory*. Without such developments, your Empire will stagnate and other countries will quickly exploit your weaknesses.



Your Empire has the potential to research new and powerful Advances to improve your troops and buildings. Selecting the right Advances for each situation is vital. As research progresses, you will have the opportunity to choose between autocratic or democratic regimes, each with its own advantages and disadvantages.

During each turn, all capitals you govern produce a fixed amount of Research Points, which can be increased by erecting Research Improvement buildings. These Points will be invested in Research Advances of your choice.

TURN SYSTEM

You can check the date whenever you like in the Calendar at the top right of the Management screen. Each game turn represents a month. As soon as you click the *Next Turn* icon, time will pass and a new month will begin.

November 1798

(Next Turn)

MILITARY MANAGEMENT

In this war-torn world, shrewd military management makes a huge difference. Your Empire may expand all across the map . . . or end up under the yoke of slavery. Therefore, management of your military forces is one of your top priorities.

COMMANDERS

In *Imperial Glory*, commanders lead armies, and troops cannot move unless assigned to a commander. Four types of commanders are available:



- **Captain:** Lowest ranked officer; can command up to three troops.



- **General:** Can command up to five troops.



- **Colonel:** Can command up to four troops.



- **Marshal:** Highest ranked officer; can command up to six troops.

Certain buildings, linked to Research Advances, are required to recruit commanders. The Marshal is a special case, as he cannot be recruited from any building — only Generals who distinguish themselves on the field of battle are awarded this rank.

Commanders gain experience through battles and may attain higher ranks as their military careers progress.

TROOPS

Each troop in *Imperial Glory* falls into one of three categories: *Infantry*, *Cavalry* or *Artillery*. Each category has its own units, with differing features.



- **Infantry:** The largest contingent in the Napoleonic Age. They fought in closed-line formations and fired musket volleys, focusing their firepower on a selected target. They are especially vulnerable to Cavalry charges, except when in defensive Square formation.



- **Cavalry:** With greater mobility and versatility on the battlefield, their charges can wreak havoc on Infantry units. However, the recruitment and maintenance of Cavalry units is expensive.



- **Artillery:** Cannons and Howitzers provide great tactical worth and can completely obliterate an enemy position, though they are extremely vulnerable to all kinds of attacks and always require protection by other units.

Once you recruit a unit via the Troop Recruitment screen, that unit becomes available in the barracks of the province where it was recruited.

Click and drag a troop over a commander in the same province to place that troop under his command, provided the commander has not yet reached the maximum number of troops he can lead.

Troops grouped under a commander can move around the map. Drag and drop a commander over another territory, and he and all his men will move to that region.



COMMERCIAL MANAGEMENT



The generation of wealth is key in *Imperial Glory*. It is essential for you to ensure your Empire produces enough Gold during each turn. You can then invest this any way you decide.

Your provinces produce a certain amount of Gold during each turn, but this is barely enough. So, you must improve production through trade routes. Through Commercial Advances on the Research Tree, you gain the ability to construct Trade Branches in capitals with a route to your Empire. Once this building is constructed, the route begins to operate and produce Gold for your Empire.

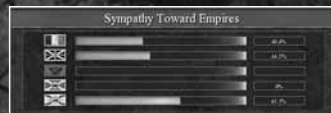
Trade routes can be both *Land* (connecting country and Empire capitals) and *Sea* (connecting ports).

- **Land routes** are activated by the construction of buildings.
- **Sea routes** require a merchant ship to be built. These are only available in Commercial View.

A trade route is active if it passes through allied or neutral countries. If a route passes through an enemy country, or a harbor is suffering a blockade, the route will be cut until there is a change in diplomatic status or the blockade is lifted.

TERRITORIES

At the bottom of the information window, a bar graph shows the Sympathy of that territory toward each Empire. The bars move depending on wars, alliances and any investments the Empires make in the capital of the country the territory belongs to. Sympathy is very important to peaceful annexation. (See page 18.)



AREAS OF INFLUENCE

Empires will not be in contact with all countries from the start of the game. To begin with, the areas they are capable of influencing will only cover countries that share their borders. Distance is an obstacle to diplomatic relations, but this limitation can be overcome by erecting certain buildings that expand an Empire's geographic knowledge across the map. This geographical knowledge is known as an Empire's *Area of Influence*.

DIPLOMACY



Diplomacy is one of *Imperial Glory's* fundamental elements. If you fail to pay it sufficient attention, you could end up fighting the rest of the countries on the map, which would seriously jeopardize even the mere survival of your Empire.

From the beginning of the game, alliances, pacts and wars between different countries on the map make the political situation complicated. It's a good idea to check your Empire's relations in the Statistics View often, by clicking the *Sympathy* button.

In the Diplomacy screen you can sign various agreements with other nations, including:

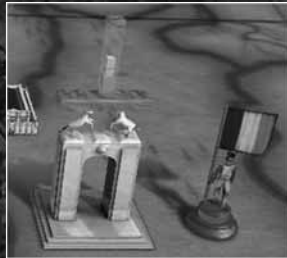
- **Coalition:** All members go to war against a third party.
- **Right of Passage:** This agreement grants temporary permission to pass through another country.
- **Improvement of Relations:** When accepted, this option allows immediate improvement in the Sympathy bar with that country.
- **Declaration of War:** On choosing this option, you immediately declare war on the target country.
- **Peace:** On signing a Peace treaty, both parties cease hostilities.
- **Defensive Alliance:** A Defensive Alliance requires each member to defend the other allies when they are attacked by a third party. If one of the members attacks a third party, no action is required by other members.
- **Commercial Treaty:** This treaty enables you to exchange resources with other countries.
- **Marriage:** If accepted, a proposal of marriage dramatically improves relations between two countries.
- **Loan of Armies:** Lend your troops (for a price) to friendly nations.
- **Military Aid:** Ask other nations to lend you troops (for a price).

ANNEXATION

Territorial annexation is a key part of an Empire's foreign affairs. By annexing a province, you begin receiving the resources produced in it. So, annexation is the top priority of Empires with expansionist ambitions.

There are two ways to annex a territory: *Militarily* and *Peacefully*.

- **Military Annexation:** A military annexation takes place when troops defending that territory are defeated in battle. The occupying Empire can then annex the territory by stationing troops there for a certain period of time — the actual length of time depends on the number and quality of troops used. After this period, a message appears stating that the process of annexation is complete and the territory has become part of the occupying Empire.



Although a straightforward and relatively quick method, military annexation devastates a territory to such a degree that all buildings are lost. Extra effort is needed to make it productive again.

- **Peaceful Annexation:** Sympathy bars, which can be viewed in each territory's information screen, play a key role in peaceful annexations. These bars show where the Sympathies of a neutral country lay with regard to the Empires. If the bar reaches its maximum, this territory may be annexed peacefully, without using force. Peaceful annexation is slow and costly, but it provides certain advantages. Once annexed, the country becomes part of the Empire with all its buildings and troops intact, so it is profitable right away.



When war remains the sole course of action, battles are inevitable. Here, the best strategist will be victorious. Battles in *Imperial Glory* often represent the culmination of a lengthy process, during which you will have mustered the best armed forces available with the resources, buildings and so on at your disposal. The results of all these efforts will be shown on the battlefield, where success is the only unit of measurement

A Land Battle breaks out whenever an army is in the same territory as a commander of another country at war with its nation. Once war is declared, you have the opportunity to lead your armies personally, or let the game automatically resolve the battle.



BATTLE

Once you elect to enter combat, you have the opportunity to arrange your forces to best suit your tactics within a limited deployment area. The battle begins as soon as you give the order.

Many scenarios have certain objectives that grant victory to the side that manages to accomplish and maintain them for a length of time. By default, any army that annihilates all enemies, or causes them to flee, wins the battle. However, this outcome is not always possible.

Above the mini-map, a bar represents the relative overall strength of the armies involved in the battle; alongside it is a timer. Next to this is a Retreat icon you can use to withdraw your armies and save troops from certain death if you judge that the battle will be lost.



The battle interface at the bottom of the screen shows troop icons arranged in lines. Each icon represents one type of troop, and shows a graphic of the troop, number of soldiers remaining, and their experience.

Two bars under the icons show surviving units in that troop type (green bar) and troop energy (blue bar). Energy is vital: it determines to what extent that troop can exert physical effort, for instance, when running or charging.



Click the *Tactics* button to toggle between the tactics known by your troops, and a range of automatic army formations that will place all currently selected units into a preset arrangement.

Beneath the Tactics button are several buttons for giving orders to a troop or group of troops:



- **Run/Walk:** Tell your troops at what speed to march. The more they run, the more fatigued they will be when they arrive at combat.



- **Automatic/Manual Mode:** These represent the two states in which you can set a Troop or group of Troops. In *Automatic* mode, troops react aggressively to any attack; in *Manual* mode they obey your orders whatever their situation.



The availability of Formations depends on the Military Advances discovered by your Empire. With them, you can set selected troops in the offensive and defensive formations most suitable to your battle circumstances. Initially, troops automatically adopt the formation they consider most appropriate at a particular time (for instance, if you order a ranged attack, they will automatically form in line), but you can change this. Formations include:

- **Column:** The best formation to use when moving troops across the terrain.
- **Line:** Best for ranged attacks, as it allows a greater number of troops to fire at once.
- **Square:** Essential to compensate for the vulnerability of Infantry against Cavalry charges.

On the right are the Order buttons for selected troops:



- **Ranged Attack:** Orders selected troops to attack with whatever firearms they have.



- **Mêlée Attack:** Orders selected troops to enter mêlée combat.



- **Stop:** Orders selected troops to stop.



- **Move:** Orders selected troops to move to a specific point.



- **Abandon Position:** Orders selected troops posted at an object in the terrain (house, fence, etc.) to leave their position.



- **Limber/Unlimber Artillery:** Orders selected artillery pieces to get ready to move or prepare to fire.



The Reinforcements icon is above the Order icons. Once a battle is underway, and if you previously designated part of your army as reinforcements, you can call on these reinforcements and use their support to turn the tide of battle.



NAVAL WARFARE

The oceans are also battlefields, and having a large, powerful fleet may prove decisive in a long-running war.

Domination of the seas provides you with interesting advantages in the war effort. First, if you station your warships in the maritime region of an enemy harbor, any commercial sea route passing through that point will be blocked. This can have an enormously adverse effect on the coffers of your enemy.

In addition, a fleet enables you to transport your troops to distant regions that are difficult to reach by land.

EMBARKING AND DISEMBARKING



If you want a troop to board a vessel, the unit must be within a harbor province, and the vessel must be in the maritime region containing the harbor. To embark troops, left-click and drag them over to the ship.

Once the troops are onboard, you can check their presence with the ship icon, which now displays the troops housed within the ship's quarters. To disembark troops, click and drag them from the vessel over to the territory.

NAVAL BATTLES

Naval Battles are governed by rules similar to those of Land Battles and their objectives will always be the same — to destroy or capture the enemy fleet. There are three types of vessels, each unique:

- **Sloop:** Cheap and maneuverable, but with poor firepower.
- **Frigate:** More expensive and less maneuverable than a Sloop, but with greater firepower.
- **Ship of the Line:** Very expensive and slow, but with firepower far superior to the other vessels.



The three bars show *Crew*, *Sail* and *Hull* status, in that order. If either of the first two bars falls to zero, the vessel becomes unable to move and vulnerable to boarding. If the third bar falls to zero, the vessel sinks.

Once engaged in battle, your goal is to sink or board enemy vessels. There are different ammunition types for each goal, with corresponding icons at the bottom of the screen:



- **Grapeshot:** An attack aimed at the crew. Once its crewmen are dead, a vessel is helpless.



- **Cannonballs:** Especially suited to damaging the hull of an enemy vessel. If cannonballs continually hit their target, the ship may eventually sink.



- **Chain:** Attacks the sails of an enemy vessel. If you manage to destroy its sails, a vessel becomes unable to move.

Other important buttons on the naval interface are:



- **Anchor:** Brings the selected vessel to a stop.



- **Board:** Commands troops to board an enemy vessel.



- **Follow Ship:** Commands a vessel to follow another, making it easier to move large fleets.



When attacking an enemy vessel, you can open fire from both sides, using the Fire icons:

- **Larboard Fire:** The selected vessel fires cannons from its left (larboard or port) side.
- **Starboard Fire:** The vessel fires cannons from its right (starboard) side.

Right-click the *Fire* buttons to activate autofire.

- **Range Bar:** Use this to adjust a vessel's arc of fire. When you select a ship, you see a green area on both sides (port and starboard), showing the range of the ship's cannons. By using the Range Bar, you can widen the arc of fire (broadening its target but reducing the damage it will inflict) or narrow it (maximizing potential damage at the expense of narrowing its target area).



Wind is an important consideration in battles, since all ship movement depends on it. You can check wind on the compass at the bottom of the mini-map.

To move a vessel, select it with the left mouse button and, holding the right mouse button, drag the pointer to set the course the ship will follow. An arrow is drawn across the waves, highlighting the course the ship will sail on. Remember that you are not indicating the destination, but only the direction the ship will take.

The edges of the map mark the battle area. If one of your vessels crosses these limits, it will be considered withdrawn from battle and in flight. You will only recover it if you win that battle.



QUICK GAME



With the *Quick Game* option, you can play a Land or Sea Battle independent of Campaign mode. This is an ideal option if you want to develop your commander skills, or enjoy fighting a battle for fun.

The rules applying to these battles are the same as in a Campaign, but you can choose the scenario in which the battle takes place.

MULTIPLAYER GAMES



Imperial Glory gives you the opportunity to take part in thrilling Multiplayer battles and test your military strategies against other human opponents. One computer must host a game and other players can then join the created session.

Please note: If you experience problems when configuring your computer as the Host of a Multiplayer game, check if you are behind a firewall or connecting via a router. You will only be able to host a game if UPnP protocol is enabled on your firewall and router, or if you have manually opened the required Port. For more information, please consult the electronic manual by selecting *Start -> Programs -> Pyro Studios -> Imperial Glory -> Imperial Glory Manual* from your desktop.

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IMPERIAL GLORY WEBSITE

Visit our website at <http://www.imperialglory.com> to view information on the game; download screenshots, trailers and music; and swap strategies with thousands of other players on the forum.

TECHNICAL SUPPORT

Register your game at www.eidos.com

NOTE: OUR SUPPORT AGENTS DO NOT HAVE AND WILL NOT GIVE GAME HINTS STRATEGIES OR CODES

CONTACTING TECH SUPPORT

If you have a technical problem with the game, our Support Department is here to help. Our web site contains up-to-date information on the most common difficulties with our products; this information is the same as that used by our support agents. If you are unable to find the information you need on our web site, please feel free to contact us via email, fax, telephone or letter. (When contacting us via email or fax, please be sure to put the game title in the subject of your message.

ASSISTANCE VIA THE WORLD WIDE WEB

The fastest way to answer most questions is by visiting our online support. You can find the latest support information at <http://support.eidosinteractive.com/GI/CustomerSupport/FaqSearch.jsp>. Our support FAQ's are available 24/7 for your convenience. These pages are updated frequently and have the same information that our support techs will use to answer your question if you call or email us. The answers to about 90% of the questions we are asked can be found there, so it really is worth the time to take a look!

The second fastest way to get an answer to your question is to email us. (You will find our email submission forms at our web site.) We typically respond to email queries within 24-48 hours during the business week. Response times can be considerably longer over the weekend, holidays and immediately after a product release. It all depends on how many people we have working and how much email is coming in at any one time, but we do try really hard to get you the right answer as quickly as possible. Weekdays, excluding holidays, during the hours when the phones are open, we still give email questions our highest priority.

Through this site you will also have access to our FTP (File Transfer Protocol) area where you can download patches and new enhancements as soon as they become available.

ASSISTANCE VIA TELEPHONE OR FAX

We are available to take your calls Monday through Friday, 9:00 a.m. - 12 noon and 1 p.m. - 5:00 p.m., Pacific Time at (415) 615-6220 (voice) or (415) 547-1201 (fax). Our tech support department is closed on all major holidays. **Note: You are responsible for all toll charges when calling.**

To ensure the quickest service you will need to be at your computer and have the following information at hand:

- A complete listing of your computer's hardware. (Contact your computer manufacturer if you are unsure.)
- What version of Windows® you are using.
- A copy of your DirectX Diagnostics report.
 1. Click *Start*.
 2. Click *Run*.
 3. Type *dxdiag*.
 4. Click *OK*.
 5. Click the *Save Information* button and save the file to your computer.
 6. When you call our Technical Support line, either have this file open or have a printed copy. If you send an email query you may attach the file to the email.
- What error message(s), if any, you have had.
- How the game is currently configured.

PRODUCT RETURN PROCEDURE

In the event our support agents determine that your game disc is defective, you will need to forward material directly to us. Please include a brief letter explaining what is enclosed and why you are sending it to us. The agent you speak with will give you an authorization number that must be included and you will need to include a daytime phone number so that we can contact you if necessary. Any materials not containing this authorization number will be returned to you unprocessed and unopened.

Send your postage-paid package to the following address:

Eidos, Inc. Customer Services
RMA# (state your authorization number here)
651 Brannan Street, Suite 400
San Francisco, CA 94107

You are responsible for postage for your game to our service center.

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